Importance of Resolving Rejected Authorizations

Introduction

As WSCs, you are aware of the importance of monitoring the consumer's budget and identifying the wants and needs of the consumer throughout the fiscal year. Therefore, it is important to resolve the rejected authorizations as quickly as possible to ensure a smooth continuation of services for the consumer.

iConnect relies on your expertise to monitor the consumers cost plan and service authorizations to resolve the rejected authorizations before they become an issue. iConnect will allow cost plan validation with rejected authorizations and therefor it is imperative to review these rejections and resolve the issues immediately.

Failure to resolve the rejected authorizations timely could result in a loss of services for the consumer due to:

- the budget not actually having sufficient funds to cover the added services, or
- the budget incorrectly tying up funding in rejected authorizations that could be used by the consumer for other services.

Rejected authorizations also cause an issue when a provider has decided to retire and no longer provide services. The record cannot be closed until the authorizations are resolved causing extra time and inconvenience to all parties. Therefore, it is imperative that the rejected authorizations be resolved as quickly as possible.
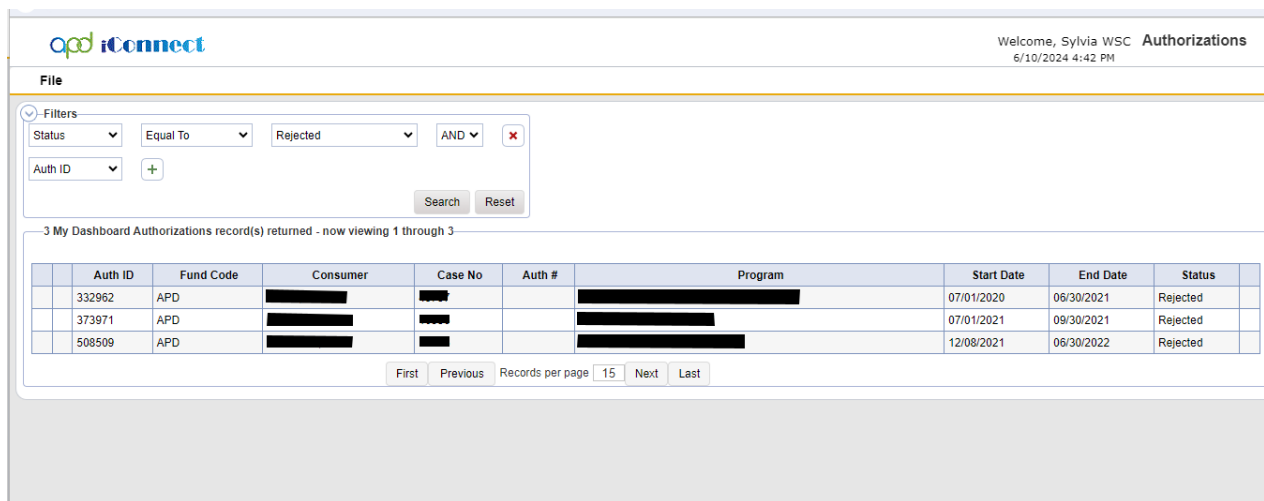
Locating Rejected Authorizations in iConnect

1. To begin, log into iConnect and set Role = **WSC/CDC**. Click **Go.**
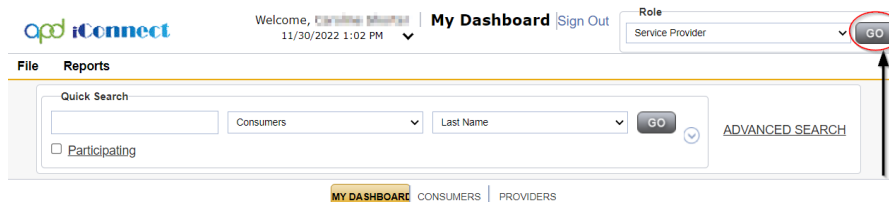
2. Navigate to the My Dashboard record, Consumers column (left-hand column) and locate the Authorizations windowpane.

3. Click the **Rejected** row to open the rejected authorization window.

4. Continue with the Handling Rejection Errors in iConnect Checklist.